

**STATE BOARD OF ACCOUNTS**  
**302 West Washington Street**  
**Room E418**  
**INDIANAPOLIS, INDIANA 46204-2765**

EXAMINATION REPORT  
OF

STATE BUREAU OF MOTOR VEHICLES COMMISSION  
LICENSE BRANCH NUMBERS 232, 246, 253,  
261, 272, 274, 275, 277, 532 AND 574  
INDIANAPOLIS, INDIANA

January 1, 2003 to December 31, 2003

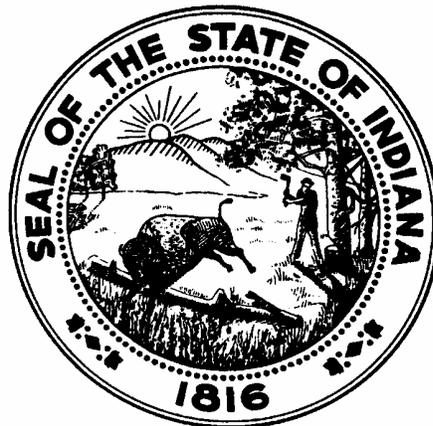




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OFFICIALS

<u>Office</u>	<u>Official</u>	<u>Term</u>
Chairman, Bureau of Motor Vehicles Commission	Mr. Gerald Coleman	01-06-02 to 02-29-04
	Ms. Mary DePrez	03-01-04 to 01-05-05
Branch Manager	Mrs. Paula Mikesell	01-01-03 to 12-31-04



**STATE OF INDIANA**  
AN EQUAL OPPORTUNITY EMPLOYER

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INDEPENDENT ACCOUNTANT'S REPORT

TO: THE OFFICIALS OF THE STATE BUREAU OF MOTOR VEHICLES COMMISSION

We have examined the Schedule of Collections and Distributions of the State Bureau of Motor Vehicles Commission License Branch Numbers 232, 246, 253, 261, 272, 274, 275, 277, 532 and 574 (Branch) for the period of January 1, 2003, to December 31, 2003. The Branch's management is responsible for the schedule. Our responsibility is to express an opinion based on our examination.

Our examination was conducted in accordance with attestation standards established by the American Institute of Certified Public Accountants and, accordingly, included examining, on a test basis, evidence supporting the Schedule of Collections and Distributions and performing such other procedures as we considered necessary in the circumstances. We believe that our examination provides a reasonable basis for our opinion.

In our opinion, the schedule referred to above presents fairly, in all material respects, the cash transactions of the Branch for the year ended December 31, 2003, based on the criteria set forth in the uniform compliance guidelines established by the Indiana State Board of Accounts.

STATE BOARD OF ACCOUNTS

October 21, 2004

STATE BUREAU OF MOTOR VEHICLE COMMISSION  
 LICENSE BRANCH NUMBERS 232, 246, 253, 261, 272, 274, 275, 277, 532 AND 574  
 INDIANAPOLIS, INDIANA  
 SCHEDULE OF COLLECTIONS AND DISTRIBUTIONS  
 January 1, 2003 to December 31, 2003

	Branch Number 232	Branch Number 246	Branch Number 253	Branch Number 261	Branch Number 272	Branch Number 274
Collections:						
Registrations	\$ 21,181,117	\$ 291,991	\$ 78,021	\$ 375,679	\$ 127,706	\$ 33,675,699
Titles	3,324	-	-	-	-	-
Drivers License	-	-	-	-	-	-
Watercraft	15,417	-	-	-	-	-
Miscellaneous	-	-	-	-	-	-
<b>Total</b>	<b><u>\$ 21,199,858</u></b>	<b><u>\$ 291,991</u></b>	<b><u>\$ 78,021</u></b>	<b><u>\$ 375,679</u></b>	<b><u>\$ 127,706</u></b>	<b><u>\$ 33,675,699</u></b>

Collections:						
State Fee	\$ 5,052,053	\$ 46,478	\$ 13,047	\$ 63,390	\$ 23,105	\$ 5,915,028
County Tax	15,003,190	225,759	59,441	284,183	95,009	25,625,962
Commission Fees	1,144,615	19,754	5,533	28,106	9,592	2,134,709
<b>Totals</b>	<b><u>\$ 21,199,858</u></b>	<b><u>\$ 291,991</u></b>	<b><u>\$ 78,021</u></b>	<b><u>\$ 375,679</u></b>	<b><u>\$ 127,706</u></b>	<b><u>\$ 33,675,699</u></b>

	Branch Number 275	Branch Number 277	Branch Number 532	Branch Number 574	Total Memorandum Only
Collections:					
Registrations	\$ 147,031	\$ 8,741,957	\$ 3,895,525	\$ -	\$ 68,514,726
Titles	-	-	1,988,222	-	1,991,546
Drivers License	-	-	-	310,742	310,742
Watercraft	-	-	10,448	-	25,865
Miscellaneous	-	-	65	-	65
<b>Total</b>	<b><u>\$ 147,031</u></b>	<b><u>\$ 8,741,957</u></b>	<b><u>\$ 5,894,260</u></b>	<b><u>\$ 310,742</u></b>	<b><u>\$ 70,842,944</u></b>
Collections:					
State Fee	\$ 23,631	\$ 1,544,555	\$ 3,270,938	\$ 158,419	\$ 16,110,644
County Tax	112,668	6,676,581	1,801,737	-	49,884,530
Commission Fees	10,732	520,821	821,585	152,323	4,847,770
<b>Totals</b>	<b><u>\$ 147,031</u></b>	<b><u>\$ 8,741,957</u></b>	<b><u>\$ 5,894,260</u></b>	<b><u>\$ 310,742</u></b>	<b><u>\$ 70,842,944</u></b>

The accompanying notes are an integral part of the schedule.

STATE BUREAU OF MOTOR VEHICLES COMMISSION  
LICENSE BRANCH NUMBERS 232, 246, 253, 261, 272, 274, 275, 277, 532 AND 574  
INDIANAPOLIS, INDIANA  
NOTES TO SCHEDULE OF COLLECTIONS AND DISTRIBUTIONS

Note 1. Introduction

The Motor Vehicles Commission was created to manage the motor vehicle license branches. The Bureau of Motor Vehicles is a separate state agency which provides support services to the Commission controlled license branches. The license branches collect fees which fund the Motor Vehicles Commission. The license branches collect and forward county taxes (excise tax, wheel tax, and surtax) and state fees. The Commission has one contractual branch that is administered by an individual contractor according to Bureau policies. The Commission has developed a mobile license branch to serve the need of CDL license issuance and other special needs as they arise.

Note 2. Collections and Distributions

Each branch collects fees and taxes when vehicle and watercraft registrations, titles and drivers licenses are sold. Fees are uniform throughout the state. The following taxes are collected by the branches: excise tax, surtax, wheel tax, and use tax.

The total daily collections are deposited to a single bank account. From this account the collections are distributed to separate bank accounts which are not controlled by the license branch and belong to the state, county and Bureau of Motor Vehicles Commission.

Note 3. Banking System

The Bureau of Motor Vehicles Commission has entered into an agreement with Bank One for a cash concentration system. The system utilizes a series of individual noninterest bearing accounts (clearing accounts) from which all fees and taxes are transferred.

Note 4. Combined Branch Report

This report contains financial and statistical information for Indianapolis License Branch Numbers 232, 532, 246, 261, 272, 274, 275, 277 and 574. Indianapolis Branch Number 232 is a mail-in branch. This branch processed registrations and titles for multiple counties through the mail. License Branch Number 532 is a dealer/fleet branch. This branch specializes in servicing area auto dealers and corporations that have a large number of titles and registrations. License Branch Numbers 246 and 261 are self service terminals (SST) located in supermarkets in Fishers and Indianapolis, respectively. License Branch Number 253 is a SST located in the City Market. License Branch Number 272 is a SST located in the Indiana Government Center North. License Branch Number 274 is the internet branch. License Branch Number 574 is the internet-electronic drivers licenses. License Branch Number 275 is a SST located in Circle Center Mall. License Branch Number 277 is the touch tone renewal branch. These branches are combined in one report because the manager of Branch 232 is responsible for managing each of these branches.

STATE BUREAU OF MOTOR VEHICLE COMMISSION  
 LICENSE BRANCH NUMBERS 232, 246, 253, 261, 272, 274, 275, 277, 532 AND 574  
 INDIANAPOLIS, INDIANA  
 STATISTICAL INFORMATION  
 January 1, 2003 to December 31, 2003

	Branch Number 232	Branch Number 246	Branch Number 253	Branch Number 261	Branch Number 272	Branch Number 274
Vehicle Registrations:						
Passenger	110,609	1,756	491	2,457	877	199,116
Motorcycle	2,543	42	16	56	16	7,342
RV (Housecar)	864	9	5	11	6	2,752
Light Truck	31,848	241	70	437	149	48,372
Other Truck	3,129	3	-	4	-	977
Farm Truck	24	-	-	-	1	530
Tractor	345	-	-	-	-	14
Trailer	9,204	71	17	82	43	20,432
Semi-Trailer	3,206	-	-	-	2	533
School and Church Bus	226	-	-	-	-	96
Other Bus	77	-	-	-	-	52
Other	42	-	-	-	-	51
<b>Total Vehicle Registrations</b>	<b>162,117</b>	<b>2,122</b>	<b>599</b>	<b>3,047</b>	<b>1,094</b>	<b>280,267</b>
Drivers Licenses and Permits:						
Drivers Licenses/Permits	-	-	-	-	-	-
Other	-	-	-	-	-	-
<b>Totals Drivers Licenses and Permits</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
Titles:						
Vehicles	160	-	-	-	-	-
Watercraft	-	-	-	-	-	-
<b>Total Titles</b>	<b>160</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Total Watercraft Registrations</b>	<b>317</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>

	Branch Number 275	Branch Number 277	Branch Number 532	Branch Number 574	Total Memorandum Only
Vehicle Registrations:					
Passenger	968	55,794	13,106	-	385,174
Motorcycle	20	1,480	103	-	11,618
RV (Housecar)	3	684	21	-	4,355
Light Truck	118	12,450	5,338	-	99,023
Other Truck	-	197	2,057	-	6,367
Farm Truck	-	163	6	-	724
Tractor	-	4	220	-	583
Trailer	22	4,874	824	-	35,569
Semi-Trailer	-	99	2,944	-	6,784
School and Church Bus	-	44	39	-	405
Other Bus	-	14	62	-	205
Other	-	19	8	-	120
<b>Total Vehicle Registrations</b>	<b>1,131</b>	<b>75,822</b>	<b>24,728</b>	<b>-</b>	<b>550,927</b>
Drivers Licenses and Permits:					
Drivers Licenses/Permits	-	-	-	18,743	18,743
Other	-	-	-	2,413	2,413
<b>Totals Drivers Licenses and Permits</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>21,156</b>	<b>21,156</b>
Titles:					
Vehicles	-	-	57,858	-	58,018
Watercraft	-	-	220	-	220
<b>Total Titles</b>	<b>-</b>	<b>-</b>	<b>58,078</b>	<b>-</b>	<b>58,238</b>
<b>Total Watercraft Registrations</b>	<b>-</b>	<b>-</b>	<b>92</b>	<b>-</b>	<b>409</b>

STATE BUREAU OF MOTOR VEHICLES COMMISSION  
 LICENSE BRANCH NUMBERS 232, 246, 253, 261, 272, 274, 275, 277, 532 AND 574  
 INDIANAPOLIS, INDIANA  
 EXAMINATION RESULTS AND COMMENTS

ACCOUNTABLE ITEMS

The following schedule details missing items revealed during a comparison of actual inventory of accountable items to the Open Inventory Report of the State Bureau of Motor Vehicles at December 31, 2003. No evidence was found to indicate these items have been sold.

<u>Year</u>	<u>Plate Type</u>	<u>Plate Number</u>
2002	Passenger	73Q940
2002	Passenger	95P4566
2002	Truck 7,000	836372A
2003	Semi-Trailer (5 Year)	150551
2006	Native American Trust	NA1846
2007	Antique	7352
2007	Antique	7410
2007	Disabled American Veteran I	2894
2007	Disabled American Veteran I Motorcycle	174
2007	Farm Truck 11,000	12293B
2007	Farm Truck 20,000	2295D
2007	Farm Truck 26,000	7871E
2007	Farm Truck 42,000	1117H
2007	Farm Truck 42,000	1123H
2007	Handicapped	159687
2007	Motorcycle	110201
2007	Motorcycle	110622
2007	Motorcycle	126500
2007	Motorcycle	136115
2007	Passenger	2G5271
2007	Passenger	2G5282
2007	Passenger	2G6185
2007	Passenger	2G7287 to 2G7289
2007	Passenger	2G9088
2007	Passenger	2Y7256
2007	Passenger	2Z832
2007	Passenger	2Z2543
2007	Passenger	3U850
2007	Passenger	3Z357
2007	Passenger	3Z3938
2007	Passenger	6B7177
2007	Passenger	6Q1902 to 6Q1908
2007	Passenger	6Q1910
2007	Passenger	10Z1125
2007	Passenger	10Z1996
2007	Passenger	12Z221
2007	Passenger	13A2722 to 13A2725
2007	Passenger	15A3544
2007	Passenger	15A3572

STATE BUREAU OF MOTOR VEHICLES COMMISSION  
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 EXAMINATION RESULTS AND COMMENTS  
 (Continued)

Year	Plate Type	Plate Number
2007	Passenger	16Q371
2007	Passenger	16Q601
2007	Passenger	16U846
2007	Passenger	20Z151 to 20Z156
2007	Passenger	20Z1369 to 20Z1370
2007	Passenger	20Z2744
2007	Passenger	20Z5402
2007	Passenger	23A4721
2007	Passenger	27C5097
2007	Passenger	27Z231
2007	Passenger	29G622
2007	Passenger	29G1752
2007	Passenger	29G2332
2007	Passenger	29G4139
2007	Passenger	29H6802
2007	Passenger	29H6815 to 29H6816
2007	Passenger	29H7920
2007	Passenger	29H8378
2007	Passenger	29L1419
2007	Passenger	29L2047
2007	Passenger	29L2385
2007	Passenger	29L9954 to 29L9955
2007	Passenger	30B2003
2007	Passenger	30Z414
2007	Passenger	30Z489
2007	Passenger	31B9249
2007	Passenger	31Q172
2007	Passenger	31Q322 to 31Q323
2007	Passenger	32Z328
2007	Passenger	32Z691
2007	Passenger	32Z2097
2007	Passenger	33A9892
2007	Passenger	33Z253 to 33Z256
2007	Passenger	33Z258 to 33Z259
2007	Passenger	33Z261 to 33Z265
2007	Passenger	34Z133
2007	Passenger	34Z981
2007	Passenger	35A1587 to 35A1588
2007	Passenger	35Q465
2007	Passenger	35U846
2007	Passenger	36Q564 to 36Q565
2007	Passenger	40Z209
2007	Passenger	41Y3754
2007	Passenger	41Z697
2007	Passenger	41Z1144

STATE BUREAU OF MOTOR VEHICLES COMMISSION  
 LICENSE BRANCH NUMBERS 232, 246, 253, 261, 272, 274, 275, 277, 532 AND 574  
 INDIANAPOLIS, INDIANA  
 EXAMINATION RESULTS AND COMMENTS  
 (Continued)

Year	Plate Type	Plate Number
2007	Passenger	41Z1147 to 47Z1149
2007	Passenger	41Z2271
2007	Passenger	41Z5105
2007	Passenger	41Z5585
2007	Passenger	41Z5644
2007	Passenger	41Z7187
2007	Passenger	41Z8222
2007	Passenger	41Z8239
2007	Passenger	41Z8473
2007	Passenger	41Z8589
2007	Passenger	41Z8633
2007	Passenger	45C4982
2007	Passenger	45Q1227
2007	Passenger	46B7295 to 46B7296
2007	Passenger	46Q1224
2007	Passenger	46Q1339
2007	Passenger	46U847 to 46U848
2007	Passenger	46Z299
2007	Passenger	47U661
2007	Passenger	47Z187 to 47Z188
2007	Passenger	48Z4721 to 48Z4723
2007	Passenger	48Z4726 to 48Z4727
2007	Passenger	48Z4732
2007	Passenger	48Z5109
2007	Passenger	49E1280
2007	Passenger	49J9052
2007	Passenger	49L2653
2007	Passenger	49Q3153
2007	Passenger	49R8054
2007	Passenger	49R8604
2007	Passenger	49S2835 to 49S2836
2007	Passenger	49S3498
2007	Passenger	49S4479
2007	Passenger	49S6392
2007	Passenger	49S8884
2007	Passenger	51Q192
2007	Passenger	53Q292
2007	Passenger	53Z307
2007	Passenger	53Z547
2007	Passenger	53Z2962
2007	Passenger	54Q555
2007	Passenger	54Z109
2007	Passenger	55C9748
2007	Passenger	55Q1546
2007	Passenger	55Q1655

STATE BUREAU OF MOTOR VEHICLES COMMISSION  
 LICENSE BRANCH NUMBERS 232, 246, 253, 261, 272, 274, 275, 277, 532 AND 574  
 INDIANAPOLIS, INDIANA  
 EXAMINATION RESULTS AND COMMENTS  
 (Continued)

Year	Plate Type	Plate Number
2007	Passenger	55Z463
2007	Passenger	57Q639
2007	Passenger	57Q652
2007	Passenger	57Q655 to 57Q656
2007	Passenger	64E6227
2007	Passenger	64E6359
2007	Passenger	64S1668
2007	Passenger	64Z313
2007	Passenger	64Z783
2007	Passenger	64Z828
2007	Passenger	67Q730
2007	Passenger	67Z182
2007	Passenger	67Z190
2007	Passenger	69B5001
2007	Passenger	71U849
2007	Passenger	71X717
2007	Passenger	71X5411
2007	Passenger	71X5416 to 71X5417
2007	Passenger	71X6341
2007	Passenger	71X6564
2007	Passenger	71Y3302
2007	Passenger	71Y4163
2007	Passenger	71Z4630
2007	Passenger	71Z7490
2007	Passenger	71Z9576
2007	Passenger	72Z134
2007	Passenger	73Q901
2007	Passenger	73Q1000
2007	Passenger	73Q3343
2007	Passenger	73Z186
2007	Passenger	73Z188
2007	Passenger	74Q337
2007	Passenger	79Z1908
2007	Passenger	79Z2071
2007	Passenger	79Z1859
2007	Passenger	81Q209
2007	Passenger	82Y449
2007	Passenger	82Y1925
2007	Passenger	82Y1929 to 82Y1930
2007	Passenger	82Y1931
2007	Passenger	82Y2047
2007	Passenger	82Y2049
2007	Passenger	82Y6564
2007	Passenger	82Z542
2007	Passenger	82Z634 to 82Z636

STATE BUREAU OF MOTOR VEHICLES COMMISSION  
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 INDIANAPOLIS, INDIANA  
 EXAMINATION RESULTS AND COMMENTS  
 (Continued)

Year	Plate Type	Plate Number
2007	Passenger	84U911 to 84U920
<u>2007</u>	Passenger	84Z1793
2007	Passenger	84Z4112
2007	Passenger	84Z4121
2007	Passenger	84Z4187
2007	Passenger	84Z5040
2007	Passenger	85Q406 to 85Q500
2007	Passenger	85U846 to 85U850
2007	Passenger	86U846 to 86U847
2007	Passenger	87Z173 to 87Z175
2007	Passenger	87Z718
2007	Passenger	89Q407
2007	Passenger	89Q1072
2007	Passenger	89U846 to 89U850
2007	Passenger	89U891 to 89U892
2007	Passenger	89Z326
2007	Passenger	89Z425
2007	Passenger	89Z834
2007	Passenger	89Z913
2007	Passenger	90U846
2007	Passenger	90U885
2007	Passenger	91U850
2007	Passenger	92Q639 to 92Q641
2007	Passenger	93J8662
2007	Passenger	94Z368 to 94Z370
2007	Passenger	94Z2091
2007	Passenger	94Z3410
2007	Passenger	97A2055
2007	Passenger	97A9542
2007	Passenger	97B349
2007	Passenger	97B3919
2007	Passenger	97B8586
2007	Passenger	97E6846
2007	Passenger	97E7771
2007	Passenger	97F6014
2007	Passenger	97F7901
2007	Passenger	97F8127
2007	Passenger	97F8159
2007	Passenger	97F8211
2007	Passenger	97F8319
2007	Passenger	97F8355
2007	Passenger	97F8471
2007	Passenger	97F8488
2007	Passenger	97F9573
2007	Passenger	97G3273

STATE BUREAU OF MOTOR VEHICLES COMMISSION  
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 INDIANAPOLIS, INDIANA  
 EXAMINATION RESULTS AND COMMENTS  
 (Continued)

Year	Plate Type	Plate Number
2007	Passenger	97G6453
2007	Passenger	97J1140
2007	Passenger	97J3380
2007	Passenger	97J3620
2007	Passenger	97N504
2007	Passenger	97N1357
2007	Passenger	97N1558
2007	Passenger	98A1775
2007	Passenger	98A2790
2007	Passenger	98A3972
2007	Passenger	98A8030
2007	Passenger	98A9267
2007	Passenger	98A9721
2007	Passenger	98B1505
2007	Passenger	98B2008
2007	Passenger	98B2014
2007	Passenger	98B2100
2007	Passenger	98B2539
2007	Passenger	98B2824
2007	Passenger	98B4021
2007	Passenger	98B8159
2007	Passenger	99Y1320
2007	Passenger	99Y1401 to 99Y1404
2007	Passenger	99Y4900
2007	Recreational Vehicle	65510
2007	Recreational Vehicle	66501 to 66509
2007	Truck 7,000	490367L
2007	Truck 7	490901L to 490902L
2007	Truck 7	492929L
2007	Truck 7	497753L to 497755L
2007	Truck 7	499350L
2007	Truck 7	499837L to 499838L
2007	Truck 7	512385L to 512386L
2007	Truck 7	512483L
2007	Truck 7	520306L
2007	Truck 7	526485L
2007	Truck 7	529526L
2007	Truck 7	531280L
2007	Truck 7	548070L
2007	Truck 7	556174L
2007	Truck 7	610778L
2007	Truck 7	618597L
2007	Truck 7	618672L
2007	Truck 7	618725L
2007	Truck 7	618728L

STATE BUREAU OF MOTOR VEHICLES COMMISSION  
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 INDIANAPOLIS, INDIANA  
 EXAMINATION RESULTS AND COMMENTS  
 (Continued)

Year	Plate Type	Plate Number
2007	Truck 7,000	38036S
2007	Truck 7,000	39983S
2007	Truck 7,000	48313S
2007	Truck 7,000	96298S
2007	Truck 7,000	3144T
2007	Truck 7,000	4263T
2007	Truck 9,000	33030V
2007	Truck 9,000	33901V
2007	Truck 9,000	33958V
2007	Truck 9,000	36196V
2007	Truck 9,000	38575V
2007	Truck 11,000	23324B
2007	Truck 11,000	23367B
2007	Truck 11,000	45267B
2007	Truck 11,000	46195B
2007	Truck 11,000	46487B
2007	Truck 11,000	46884B
2007	Truck 11,000	47257B
2007	Truck 66,000	672P

A listing of the items that are to be accounted for to the State Board of Accounts is included in the Branch Operations Policies and Procedures Manual. (Branch Operations Policies and Procedures Manual, Supplies and Equipment Chapter)

STATE BUREAU OF MOTOR VEHICLES COMMISSION  
LICENSE BRANCH NUMBER 232, 246, 253, 261, 272, 274, 275, 277, 532 AND 574  
INDIANAPOLIS, INDIANA  
EXIT CONFERENCE

The contents of this report were discussed on October 21, 2004, with Mrs. Paula Mikesell, Branch Manager. The official response has been made a part of this report and may be found on Pages 15 through 18.

October 20, 2004

To: State Board of Accounts and all parties involved

From: Paula L Mikesell, Manager  
Mail In #232, Dealer/Fleet #532  
BMV Express

Subject: Response to 2003 State Board of Accounts Audit

I first want to say I know that I am accountable for every plate that comes through my branch. But I would like to make a few statements about this branch in regards to last year:

Between Br#232 Mail In, #532 Dealer/Fleet, #274 Internet, #277 Telephone, and Br#222 Cross County, which issues plates for any cross county cardboard plates that have been given by the branches, there was over 600,000 plates issued. This does not include all the 35 Self Serve Terminal (SST) transactions that went through this branch. That figure is around 50,000 plates. To say this branch is allowed the same number of "missing plates" that a Super size branch is allowed, is a tremendous understatement. There is no other branch in the state that produces near this amount.

You could verify little from the packing labels that came with the shipments of plates received from PEN products (see copies). I'm not sure how you can be accountable for plates that there is no way our Procurement Department could verify you actually received compared to what they ordered. There were continual problems with delays in shipments of plates. The labels were fixed later in the year. We also had problems with duplicate plates.

We had several areas where the plates could not be secured. Plates were stored in break rooms, under counters and on the main working floor.

We were continually running out of plates (see attached e-mail). The process we used at the beginning of the year for BMV Express automatically issued the next plate in sequence, whether we had the plate or not. When we received plates in, we would then need to go back into the system to correct the plate number. This left room for human error. This system was revised later in the year, so that if we didn't have a particular county plate at that time, the system would not issue "bogus" plate numbers. I believe some transactions were corrected in error, which issued 2 plates to one customer. Once corrected, the original plate number no longer existed in the system. We had several plates returned from customers and other branches. They stated they received 2 plates but only 1 would come up in the system. This is part of the reason our HFA was so large. I believe many of the plates I have missing on my report are in other branches HFA. I am in the process of contacting all the branches and asking they check their HFA for these plates. I have received confirmation on a few plates that are in their HFA's.

I know there could be a lot of factors that played a part in the missing plates. And I am not making excuses for any of them. I just wanted to state some of the obstacles this branch went through during its biggest production year ever.

Thank you for your time.



## Paula Mikesell

**From:** Leatha Owen  
**Sent:** Tuesday, February 25, 2003 3:20 PM  
**To:** Paula Mikesell  
**Subject:** RE: out of county plates

Thanks and here is what I am going to send the comish. Read it and let me know if it is correct.

Hi Gerald,

I thought I could get this done yesterday but instead I am "acting manager" at the Nora branch as Kris will be off for a while. Oh well, it has been a long time since I have been a branch manager but maybe it will all come back to me.

OK, let's talk about the Mail-In branch. As you know there are two sides to each coin and when someone tells you their side of the coin it will of course be the shiniest, but here are some facts you may not know about.

- 1) We could not run the first transaction off the Internet or Phones until January 9th putting us behind from the start. This run had 10,501 transactions on it and of course they kept coming in daily.
- 2) We did not get an SST run, nor have we gotten one yet, only the ones that were going to expire were printed. A full report has not been generated yet.
- 3) The Internet, SST and Phones were kept live through November and December instead of being shut down. When we inquired about this they said they did not want to make Channel 8 mad.
- 4) We did not have enough plates to do the job that needed to be done in a timely manner. Paula had to constantly email branches for plates and they would not respond to this until I emailed all the DM's and asked all of them to make sure their managers sent the plates to Paula.
- 5) We still do not have plates that are needed to complete the Feb. 28 renewals.
- 6) When we worked on Saturday Jan. 11th and 25th the computers were not working so all we could do was stuff mail. We lost 2 full days of processing which is critical this time of the year.
- 7) The equipment was continuously breaking down and finally at the end of January we got one new ITI printer, computers and processor.
- 8) Dolores spent the month of January on her knees trying to keep the equipment running. She's 72 years old.
- 9) Of course the mail problem.
- 10) I started emailing everyone involved with this operation on Jan. 22nd to let them know we were behind and having a problem with plates and equipment. I was told this project would not fail.
- 11) Finally we were told at the end of the Jan. 31st expiration that a report could be run that would just pull off the ones that were to expire. We should have had that all along.

If we are wanting to blame someone for this mess then we need to blame everyone that had a hand in it. Starting with Pen, for not delivering the plates on time; our computer people for not having the programs written correctly and our equipment not working properly; our procurement department for not making sure we had the plates we needed and me for not screaming earlier and in person to the ones involved in this project. We all had our hand in this operation and it failed miserably. I was told it would not fail but if you are working on a project and each team is supposed to contribute a part to it, and you run late on your end, of course it will affect everyone else involved. No one, that was involved, can stand up and look in the eye and say they were not at fault for the failure of this project. The only one that kept their end of the deal was the branch itself. They worked 10 hour days and gave up their Saturdays. They learned, whether they wanted to or not, how to repair the printers and did whatever else they could to make up for the delay in starting.

Now we come to the ugly part. I know you want to take some of the work away from this branch. I have talked to Paula repeatedly about this and she does not want anything taken away at this point. It is only in January and February that we struggle. The rest of the year they operate with little or no overtime. Everything gets out on time with no worry as to whether the customer is going to receive it on time. If you had to take something away, the SST's could be given to each branch where they are located. Other than that, they would look at it as if they were being punished. Also if you took the mail away, we would surely loose positions to another area, so what have we gained. If you took the Internet and phones away we loose positions and computers, so again what have we gained. We have the staffing and the equipment now that we needed from the beginning, we still need plates, but then so would another location. No one else could have accomplished what they did any better. This is the Dealer-Mail-In Branch and all they needed was equipment that worked, supplies and the work being released to them on time. Except for the first year we opened in 1991, which was another fiasco, the branch has never failed to meet the deadline.



First: 85Q901

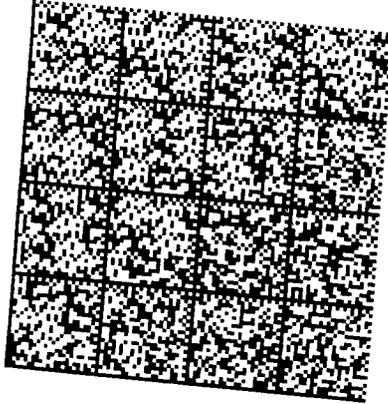
Last: 86Q500

85 Singles

15957

150475

421-500



BMV Order #:

PEN Order #:

Exp. Year: 04

79524



PASSENGER PLATE (SERIESED)

Branch #: BMV0232

Box: 170 of 203

86Q

421

#1



# Packing List Report

Batch Date: 03/11/2003

County Name: BMV-IPLS.W.16TH-MAILIN BR.#232

BMV Order Number: 15956      PEN Order Number: 150474

Package #	Box # of x	Plate Range	Plate Type	Plate Description	Plates in Box
79160	16 of 210	12Q801 - 12Q900	PA0105_03	PASSENGER PLATE (SERIESED)	100
79161	17 of 210	12Q901 - 12Q925 ✓	PA0105_03	PASSENGER PLATE (SERIESED)	25
79162	18 of 210	13Q402 - 13Q500	PA0105_03	PASSENGER PLATE (SERIESED)	99
79163	19 of 210	13Q501 - 13Q600	PA0105_03	PASSENGER PLATE (SERIESED)	100
79164	20 of 210	13Q601 - 13Q700	PA0105_03	PASSENGER PLATE (SERIESED)	99
79165	21 of 210	13Q701 - 13Q800	PA0105_03	PASSENGER PLATE (SERIESED)	100
79166	22 of 210	13Q801 - 13Q900	PA0105_03	PASSENGER PLATE (SERIESED)	100
79167	23 of 210	13Q901 - 14Q700	PA0105_03	PASSENGER PLATE (SERIESED)	86
79168	24 of 210	14Q701 - 14Q800	PA0105_03	PASSENGER PLATE (SERIESED)	100
79169	25 of 210	14Q801 - 14Q900	PA0105_03	PASSENGER PLATE (SERIESED)	100
79170	26 of 210	14Q901 - 14Q1000	PA0105_03	PASSENGER PLATE (SERIESED)	100
79171	27 of 210	14Q1001 - 14Q1100	PA0105_03	PASSENGER PLATE (SERIESED)	100
79172	28 of 210	14Q1101 - 15Q1200	PA0105_03	PASSENGER PLATE (SERIESED)	75
79173	29 of 210	15Q1201 - 15Q1300	PA0105_03	PASSENGER PLATE (SERIESED)	100
79174	30 of 210	15Q1301 - 15Q1400	PA0105_03	PASSENGER PLATE (SERIESED)	100

18- [Handwritten notes]

3/11/2003 11:28:49 AM

3M VRIMS (rptPackingList\_Cover)